



WORKS

Volume 6 Number 4

December 2007

HOLIDAY GREETINGS



*Gabrielle Martin,
Council President*

As some say, the day after Thanksgiving puts us in the holiday season, full swing. Many of us, to our good fortune, will be able to take some time off to reflect on the year.

I wish you all good fortune, time spent with your families and loved ones, and a prosperous new year.

This year has been hectic, but your union fought for you and there are numerous victories posted on our website (www.council216.org). Whether fighting grievances, unfair decisions, next year's pay raise, changes in rules and regulations, finding more funds and better technology for doing the work, the Union has been there. Ensuring the call center remains buried in its grave and challenging the overtime status designation will fill out plates. And as we have asked you to step up and participate, to get involved and to write letters, it has made a difference. While next year will have its share of challenges, one thing I know we can count on is your dedication, hard work and responsiveness. So, for the New Year, the Union

continues to fight for the following:

1. A leader who will fight for funding—training, hiring, equipment and awards depend on funding. All are hallmarks of good employers and send a message that the employees are valued and important. These hallmarks are absent at EEOC. The employees come to work every day, work with too few staff, without support staff and with outdated equipment and programs. The fact that the employees get their work done as well as they do, is a testament to the employee's commitment to EEOC's mission.
2. Real staff to replace the poor performing call center. Sufficient ongoing training would be even better and must be a part of the staffing process. Merely dumping calls back in offices, despite having had over a year to address the failing call center merely demonstrates the agency's commitment not to hire staff and to dismantle EEOC.
3. Real support staff. The professional staff at EEOC surely must be the highest paid in the federal service routinely performing support functions.
4. Real notice and opportunities to apply for training opportunities. Too often,

management does not post training opportunities, but selects an individual and tries to hide the fact from other staff. Management compounds the problem by rewarding the individual who did not compete for the training. Too often, very few people can reach their potential because management torpedoes opportunities for training and self-improvement. Then, the agency further hogties itself when the only people who get training leave the agency.

5. More staff to speed up the analysis of reasonable accommodation and ergonomic requests. What EEOC prosecutes in the private sector, EEOC practices in its own house. Often, it can take more than one year to analyze the requests and even longer to do something to address it. In the meantime, employee morale continues to decline and performance often declines as individuals struggle to do their jobs.
6. An end to the private awards. Too often employees receiving awards just get money in their pay check and have to ask. When employees, including those who receive them, do not know that

Continued, next page

Season's Greetings

Wishing you a yours a safe and happy holiday season.

—From the Officers of the National Council of EEOC Locals No. 216



**National Council of EEOC
Locals No. 216 Officers**

Gabrielle Martin,
President

Michael E. Davidson,
1st Vice-President

Rachel H. Shonfield,
2nd Vice-President

Levi Morrow,
Treasurer

Danny Lawson,
Secretary

Kathleen Harman,
*Executive Assistant
to the President*

Local Presidents

Regina Andrew
Local 3614

Sharon Baker
Local 3599

Ricardo Cuevas
Local 3555

Michael E. Davidson
Local 3504

Patricia Floyd
Local 2667

Gabrielle Martin
Local 3230

Levi Morrow
Local 3637

Joseph Wilson
Local 3629

**National Council of EEOC
Locals No. 216
303 East 17th Avenue,
Suite 510, Denver,
Colorado 80203
Tele: (303) 866-1337
www.council216.org**

Your Union Will Continue the Fight into the New Year

awards have been given or the reasons, morale sinks. Failing to publicize every aspect of an awards program defeats its purpose. Who can strive for something not known to exist?

7. Sufficient office space so that employees can do a better job. The feeling of working in a closet does nothing to promote morale, but does promote dissent.
8. Fairness with overtime and compensatory time. In its zeal to save money,

EEOC changed the FLSA designation and now denies overtime and compensatory time to all but its favored children. The real story is that the work gets done because people work the overtime on a daily basis in an effort to keep afloat.

As your Union continues battling in the coming year, we wish you a safe and happy holiday season and look forward to the continued commitment, dedication and responsiveness of you, our members.

We Can Do This!

The Call Center will cease operations on or about December 19, 2007 and the phone function returns to EEOC. Vacancy Announcements for positions to exclusively deal with calls have been posted and have closed. But, actual hiring and training is not likely to happen before or on the Call Center closing date. The likelihood is that OAAs, ISAs and Investigators will bear the brunt of phone responsibilities. It will be another duty for those employees piled on top of an already demanding list of duties. Fortunately for the public their calls will be answered by people who will actually be able to answer questions that they have. That's the way it should be!

Despite the fact that the Chair is planning to dump the calls in the laps of understaffed offices, there are positive aspects to the Call Center situation. First and foremost, the Call Center will be gone. Due to EEOC's lack of planning, the reality is that the phone situation after December 19 may well be chaotic for an indeterminate period of time. If, in fact, OAAs, ISAs and Investigators and other EEOC staff are assigned phone duties, the public will benefit, immeasurably. So, despite being stretched to the limit (and beyond) with case loads and related work and still being understaffed, the National Council urges those employees who do get called upon to have a positive attitude and demonstrate that calls should never have gone outside the agency. The customer service that you

provide will be heads and shoulders above any the Call Center has been able to do throughout its pitiful life. Keep in perspective that, in the long run, this transition is a positive step.

In the meantime, the National Council will continue to monitor the transition and attempt to influence the new direction. The Council has already requested the Commissions operating plans for the next generation and stands ready to demand to bargain over the inevitable impact on the bargaining unit. The Council is also soliciting employees' suggestions for the transition. Any such suggestions can be sent to your Local President or any Council member.

All this is not to say that EEOC employees should not get angry over the Call Center debacle. You should be angry! But, we suggest you funnel that anger in a positive way and perform the phone duties in the manner that they should have been performed. We can do this while we continue to fight against the injustice of short staffing, shortchanging the public and most importantly, shorting the employees who make it all possible!

Employees will be pulled away from other duties. Better phone service will detract from other duties highlighting the point that sufficient, well trained and committed staff should have been hired to allow for this important duty.